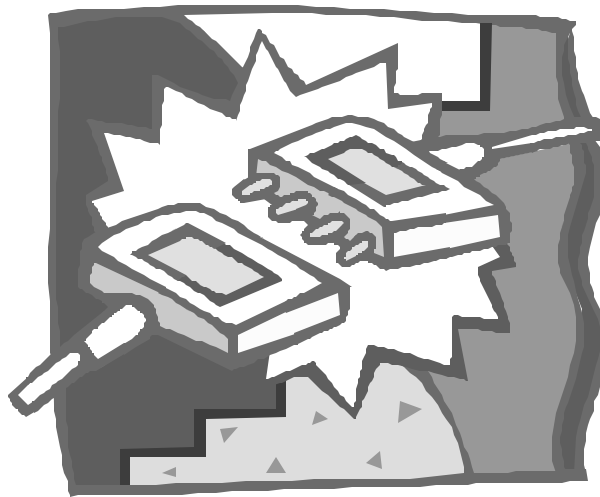


# **IV-A / IV-D INTERFACE BASICS**

## **Course Workbook**

**May 2002**



DWD is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 267-0927 (voice/TDD). For civil rights questions call (608) 267-0927 (voice/TDD).

# Welcome

Welcome to the IV-A / IV-D Interface Basics CBT course. This self-study program is designed to give you a basic introduction to the KIDS/CARES automated interface. This CBT course is a pre-requisite for the face-to-face IV-A / IV-D Interface class given by the DWS BPS Training staff. As you go through this class, if you find terms you're not familiar with, check the glossary in Appendix A. **Please print the appendices and bring them to the IV-A / IV-D Interface class with you.**

Before we begin, there are a few instructions and details that will make your experience in this course more productive. Here are a few things to be on the lookout for while you are navigating your way through IV-A / IV-D Interface Basics.

## How to run a PowerPoint presentation on the Internet

There are two ways to run the PowerPoint for this course – you can navigate using the mouse, or using the arrow keys on your keyboard.

**Arrow Keys:** Use the *right* arrow → to move to the next slide, and use the *left* arrow ← to return to a previous slide.

**Mouse:** Click the *left* mouse button to advance to the next slide, and click the *right* mouse button if you need to go back to a previous slide. Throughout this workbook you will be told when to click your mouse to view the next slide.

**Click your left mouse button now. (2)**

## Symbols used in the workbook and their meaning



This symbol tells you to click your left mouse button to advance to the next slide.



This symbol tells you to be on the lookout for critical information.



Check out the message in the bottle – it's a useful hint or tip.

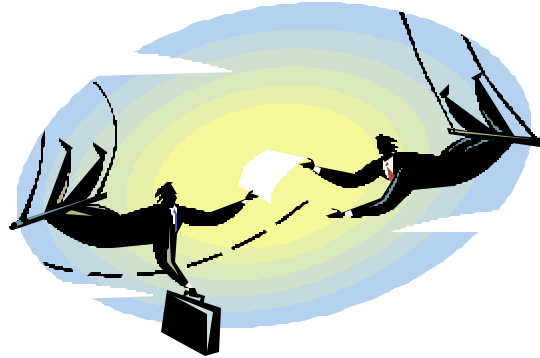


More information is available on this topic.



Practice activities for you to work on.

# IV-A / IV-D Interface



## Training Objectives

---

Upon completion of this course, you will be able to:

- ◆ Describe data that is interfaced between KIDS and CARES, and where that data comes from.
  - ◆ Identify the sources of INI1 worklists, and who will receive them.
  - ◆ Resolve INI1 worklists.
  - ◆ Read the 622A and D623 reports.
  - ◆ Explain what causes CARES participants/cases to appear on the 622A and D623 reports.
  - ◆ Describe the types of error messages that appear on the D621 report.
  - ◆ Identify the effects of participant data and case data on the interface process and error reports.
-

# The Interface Process

---



## What is the IV-A / IV-D Interface?

Can you define the word interface? It's made up of two common words: inter and face.



***Click your left mouse button now. (3)***

The IV-A / IV-D Interface is an automated exchange of information between two computer systems. The CARES (**Client Assistance for Re-employment and Economic Support**) system routinely refers the largest number of child support cases to KIDS. There are several advantages to an automated interface. It reduces the amount of manual entry by child support workers, reduces the need for manual tracking of cases, and finally, ensures that all related data is transferred from one system to the other. The IV-A / IV-D Interface exchanges data on a nightly and a monthly basis, depending on the type of data being exchanged.

The Department of Health and Family Services and Department of Workforce Development use CARES to track eligibility for W-2, SSI caretaker supplement, food stamps, childcare, and medical assistance. CARES identifies and refers cases to KIDS if they meet certain criteria.



***Click your left mouse button now. (4)***

**Notes:**

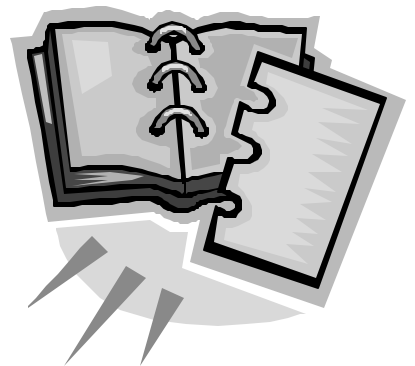
Each night CARES sends referrals to KIDS from assistance groups that either have opened during the day or have had a change in household composition that requires a referral. Once the initial referral has been sent to KIDS, both systems will exchange information as case and participant updates occur.



***Click your left mouse button now. (5)***



***Click your left mouse button now. (6)***



## What happens with the information received from CARES?

How KIDS handles the information it receives through the interface depends on the type of information exchanged.

- ◆ **IV-A Referrals:** If the process can be completed and requires no worker action, the KIDS case type will be updated and a case event will be created. If the process can be completed but requires worker action, an INI1 worklist will be created.
- ◆ **Case Updates:** If the process can be completed without worker intervention, the case will be updated and the worker may receive a worklist as notification of the change in circumstances.
- ◆ **Participant Updates:** If the process can be completed without worker intervention, the participant record will be updated and the worker may receive a worklist as notification of the change in circumstances.
- ◆ Both referrals and case/participant updates that require worker intervention to complete will appear on one of the error reports.

This ongoing interface from CARES begins when the initial referral is sent to KIDS.



***Click your left mouse button now. (7)***

KIDS evaluates each CARES referral, and will take action based on the result of that evaluation.

The case types used by KIDS for different benefits are as follows:

CARES Benefit Type	KIDS Case Type
W-2	WW, WWIQ, and WWCA
Food Stamps	FDST
Child Care	TRCC
Medicaid (all types, including Badger Care)	MAOF / MAOP



***Click your left mouse button now. (8)***

This is also the hierarchy that KIDS uses in establishing the case type when the referral is created. Each child's individual programs of eligibility could be seen on the Update CARES Eligibility (ELD) screen, (path 01, 04 **or** 02, 02, 07, F19).

**Notes:**

# Impact of the Interface Process



*Click your left mouse button now. (9)*



KIDS sends CARES referrals to the agency that has either an existing court order or an outstanding service of process for the referred case. If there is no court order or pending legal action in KIDS, the system refers the CARES case **to the county or tribal agency in which the CARES case resides**.

KIDS notifies an intake worker of the referral through an INI1 worklist. These **INI1 worklists** are created every time a new case is referred to KIDS, or an existing case has its functional status changed to INIT during the interface process.

If the interface process cannot be completed, case and/or participant information will appear on one of the interface **error reports**. This is how the child support worker is notified that a problem exists and that worker intervention is needed to complete the procedure.



**Note:** *A referral that changes the KIDS case type, but does not affect the functional status will not create an INI1 worklist. However, an event will be created to track the change in status of that case as a result of the interface process.*

**Notes:**





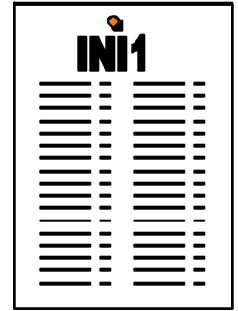
# Review

1. CARES refers IV-A / IV-D / IV-E cases. (Select one.)
2. CARES refers cases to KIDS if they meet any of the following criteria:
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
3. A CARES Food Stamp case referred to KIDS would be created as what type of KIDS case? \_\_\_\_\_
4. KIDS notifies an intake worker that there is a referral by means of a(n) \_\_\_\_\_ .
5. Changes to demographic information would be sent from KIDS to CARES.  
(True / False)
6. After evaluating a referral KIDS actions may include changes to \_\_\_\_\_ and/or \_\_\_\_\_ .



**Click your left mouse button now to see how you did. (10)**

# INI1 Worklists



The INI1 worklists are created as a result of the KIDS/CARES nightly interface process. These worklists are created for two main reasons:

- ◆ The referred CARES assistance group (people in the same household who are all eligible for the same assistance type) cannot be found in KIDS.
- ◆ The referred group is found in KIDS but either the functional status of the IV-D case is changed to INIT during the interface process or the IV-D case was NIVD before interface processing.

These worklists serve as an alert to the child support worker. They inform the worker that either a new case has been created, or an existing case has been re-evaluated. In either circumstance worker intervention is required.



***Click your left mouse button now. (11)***

When the nightly processing occurs, a specific **hierarchy** is followed to match the referred CARES cases and participants to existing KIDS cases and participants. The hierarchy for matching KIDS and CARES participants is as follows:

1. KIDS is searched for a matching CARES PIN or case number, and the NCP's KIDS PIN. If the NCP's KIDS PIN is not available, then the CARES AP sequence number is used. Note that this information is on screen APGI in CARES.
2. If no match is found, then the referred participant's name (the first 4 characters of the last name and the first 6 characters of the first name), plus the SSN are searched for a match.
3. If this is not found, then the referred participant's full last and first 4 letters of first name, sex, race, plus the DOB are looked for.
4. Finally, KIDS searches for a match of the referred participant's full last, full first name and the middle name (if available in CARES), plus the sex and race of the participant (A race of "UN" for unknown is never a match).

If the KIDS system cannot find a match from this process it will create an INI1 worklist, which indicates that a new skeletal case has been added to the KIDS system. If KIDS finds a match during this process, it will update the KIDS case/participants with the data from the referred CARES case/participants. It may also change the case functional status and/or type.

## Starting the INI1 Worklist

The worker who is responsible for the case (or other worker designated by the agency) will receive the worklist. When retrieving INI1 worklists, the worker has the option of either requesting only INI1 worklists or all of the worklists that he/she is accountable for. If the worker's responsibilities include processing all of the worklists created for the agency as a result of the interface with CARES, then requesting all CARES related worklists is usually preferable.

When viewing the INI1 worklists, the worker should look at their case numbers. Some of the case numbers are new, but others have actually been in KIDS for some time, and have now had their case functional status changed by the interface process (old case numbers). KIDS INIT cases with older case numbers should be worked differently than those INIT cases with new case numbers, which are truly new KIDS cases. (Older cases have lower numbers.)

## INI1 Worklist Types



**Click your left mouse button now. (12)**



### Notes:

There are two kinds of INI1 worklists: newly created cases and existing cases, which are recognizable by new versus old case numbers. New cases from CARES can be duplicates, cases that should be transferred to another agency, inappropriate referrals, or new IV-D cases to be worked. Old cases may be inappropriate referrals, inappropriate re-evaluations, or are appropriate for reassessment.



**Note:** An old case would have a lower number (sequentially) that could be seen in the left-hand corner of the List Participant Cases (Q0C) screen (01, 02).

New referrals can also come from Central Registry and the Center for Health Statistics (CHS). Referrals from CHS do not create INI1 worklists, however, those from Central Registry do. These referrals will be interspersed with the INI1 worklists created from CARES. Research into the case will determine the reason for a specific worklist, and that information will affect the course of action the worker follows in resolving the worklist.

## **New KIDS Case Numbers**

When the referred assistance group from CARES cannot be found in KIDS, the system will create a new KIDS case for the group if possible. The child support worker will know that a new case has been created by the IV-D case number associated with the worklist. (It will be a new IV-D number.) The primary issue to investigate is whether or not the referral from CARES is actually for a new KIDS group. Since it is possible that the INI1 worklist could be a duplicate case or an inappropriate referral, research must be done to identify the correct status of the case and determine the next appropriate action.

## Duplicate Cases

Each new referral from CARES should be compared against existing KIDS cases to determine if a duplicate case exists. The creation of a duplicate participant frequently results in the creation of a duplicate case. There are several reasons why duplicates are created.



***Click your left mouse button now. (13)***

### **Notes:**

If the worker determines that one or more of the participants is a duplicate in KIDS, he/she must inactivate the duplicate and make the necessary corrections. If it is determined that the CARES data is in error or incomplete, corrections should be referred to the Financial and Employment Planner (FEP) or Supportive Services Planner (SSP) to update their screen(s). If the CARES data is not updated, the interface will still not function correctly.

It is important to keep in mind that a duplicate participant can be active on more than one case, and also be active in KIDS cases in more than one agency. Therefore, when the duplicate KIDS PIN is inactivated, all of his/her cases must be updated accordingly. All agencies that are affected by this action must be informed of the updates that will be made to their cases.

If the child support worker determines that the case is also a duplicate, it should be closed as a CDUP. Notes should be attached to the open case to explain what happened as well as what corrective action was taken by the child support worker (or referred to the CARES case manager).

Duplicate cases are created as the result of various problems with the interface between KIDS and CARES. It is important to discover what caused the creation of each duplicate case and take corrective action. This will help ensure an appropriate interface is established between the KIDS and CARES cases.

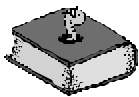
It's important for the worker to document duplicate cases with clear notes. These notes will then be available for use by others viewing the case, and will allow workers to refer to previous actions taken on a case to correct interface problems.



**See Appendix B - Duplicate PIN Guide for more detailed information.**

## KIDS Case Belongs in Another Agency

Occasionally an INI1 worklist will be created when a court action is pending in another agency but has not been loaded into KIDS yet. If an existing IV-D case cannot be matched to the referral sent from CARES, KIDS will create a new case and assign it to the same county/agency where the CARES case resides. The child support worker can research the CARES Absent Parent Court Order (APCO) screen and Add Case Comments (ACCC) screen, as well as checking with the Child Support Agency in the other county, and/or obtain information from the CP to verify who has ownership of the case.



For more information on CARES screens, see the CARES for Child Support Workers course.

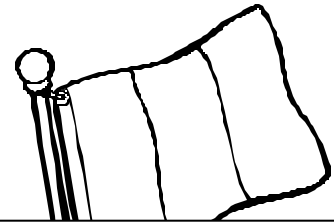
If an action is pending in another agency, the worker should notify the other agency of the plan to transfer the KIDS case to them. The case can be transferred by confirming it through the case assignment screen. The FIPS code should be changed to the other agency's FIPS code on the last confirmation screen (CRA). This action will transfer the case to the new agency's initiation worker responsible for that case. Notes should be added to the case event to explain the reason for transferring the case and to notify the other agency of any other pertinent information that might be useful to them.

# Inappropriate Referral

Occasionally inappropriate referrals will be sent to KIDS through the interface process. This can happen as a result of various circumstances:

- ◆ There could be a CARES Absent Parent General Information (APGI) screen (with a "Y" in the "Referred to IV-D" field) on the CARES case, even though that parent is in the home.
- ◆ The family relationships may be incorrectly entered on the CARES Household Relationships (ANHR) screen.
- ◆ The child support agency may also be aware of some information unknown to the CARES agency.

Often, the CARES worker must be informed of the problem, so it can be corrected in CARES. This type of case should be closed with a closing reason code of CRNA and with a note attached explaining why the case was closed.



## **KIDS Fact Sheet 'CARES-KIDS AP Referral' (03-15-00)**

### **Current Use of Absent Parent (AP) Referral Flag by CARES Worker**

- ◆ The CARES worker completes an Absent Parent General Information (APGI) screen for every AP associated with a CARES case and sets the referral flag on each screen to Y or N.
- ◆ If at least one of the AP flags is set to Y, the eligibility information for all active CARES participants in the IV-A case will be referred to KIDS. However, if the AP flag is set to N the KIDS case type will not be impacted.
- ◆ If there is no AP flag set to Y, the CARES case will not be referred to KIDS.
- ◆ If the flag was initially set to Y, and then the family situation changes such that referral is no longer appropriate, the CARES worker can change the flag to N. If the flag is set to N, the CARES worker must enter a reason code. Any change to this in CARES will come to KIDS nightly.



See KIDS Fact Sheets (10, 4)

## New IV-D Case

If an INI1 worklist is created for a new skeletal case referred from CARES, available resources should be used to update the case and participants as much as possible. This includes researching KIDS participants' records (especially NCPs) for duplicates. The search in KIDS should be done by the participant's name to ensure that no other records are found for the same person. Even with new cases, duplicate participant records can still be created erroneously by KIDS.

Occasionally multiple referrals are created for children who have the same parents. Under some circumstances these referrals can be combined under one KIDS case, or the child(ren) may be added to an existing case.

Information from the CARES absent parent screens can also be of value when trying to determine the next appropriate action to take on a referred case.

### Example:

If an NCP recently moved out of the CP's home, the information on CARES Absent Parent General Information (APAA) screen regarding the NCP address is probably valid. It will interface with the KIDS case as an "OTHR" address, unverified. The child support worker could then send a postal-locate letter to verify the new address information.

Keep in mind that other information concerning this case is also interfacing, (i.e. good cause, health insurance, etc.). Also, the CP could be an NCP on another case, or a POTF (potential father) could be living in the home with the CP from the referral. In either case, his/her employment and address information is probably up to date and can be used as a resource when completing the participant information screens.

Other worklist items related to the CARES/KIDS interface such as Employment Supplemental Data (EMSU) and Participant Address (PADR) can also be acted upon at this time, if agency policy allows. When all worklists and updates have been completed, the child support worker should confirm the case through the case assignment screens (01, 02, F16, F11 through the remaining screens) and follow agency policy for the next appropriate action to take.

This type of referral can also create KIDS participants that have limited demographic information associated with them. Therefore, whenever a new participant is being added to KIDS, the worker should do a name search if the SSN search produces no results.



Refer to Appendix F, CARES Worklist Items and the KIDS Events and Worklists Manual on the BCS Workweb.



## Old KIDS Case Numbers

The functional status of some **existing** KIDS cases will change to INIT as a result of the nightly interface process. This type of INI1 worklist is easily identifiable because it is associated with an older IV-D case number. Each case must be researched as to why its functional status has changed.

The case "type" and functional status should be viewed to see what it was before the interface changed it. The worker can access case events (03, 05) to get this information. This will help determine if the changes made as a result of the interface are correct or not. The change in the functional status and case type may be correct, or the case may be either inappropriate for referral or has had an inappropriate re-evaluation.



***Click your left mouse button now. (14)***

Example:

The initial CARES case was established for childcare and MA. The mother and child were in the home, but the father wasn't. KIDS received a referral for this group and a new IV-D case was created.

The father moved back into the home and benefits ended. The child support worker closed the IV-D case because the couple is back together and no arrears are owed.

Three months later MA reopens for the child. The family is intact but the CARES worker forgets to change the referral flag on the APGI screen to "N". The interface causes the IV-D case to reopen with a case type of MAOF and a functional status of INIT. The child support worker gets the INI1 worklist as notification of this information. However, the referral is inappropriate since the family is intact.

To resolve the situation in the above example, the CARES worker must be notified to update the referral flag on the Absent Parent General Information (APGI) screen to "N" with the appropriate reason code. This can be done through an automated process by updating the "Refer to IVD" field on the Update Case Supplemental (C8F) screen (path 01, 02, F16, F13 or 03, 06) with the appropriate code. The child support worker may also use a manual process for notification (e.g., a phone call). The case should be changed back to closed status (CLSD) with notes added to case events explaining what happened and what was done to prevent future interface problems.

Cases that should not have been put into INIT status will need to be changed back to the previous case type and reconfirmed. Both KIDS and CARES should be assessed to determine if taking some action on the case or participants could stop future interfaces for the referred group. The worker should then take any appropriate action to keep the interface from recurring and enter notes in case events as to what caused the interface and what attempts were made to correct the problem.

Sometimes the CARES case manager will have to make changes to his/her case to correct the problem. Usually it will require updating the APGI screen in the associated CARES case. A decision will have to be made as to whether deleting the absent parent screen or changing the "REFERRED TO IV-D" field from a "Y" to an "N" is possible.

## **Non-CARES Related INI 1 Referrals**

---

In addition to INI1 worklist referrals from CARES, there are other new cases referred through the nightly interface process. These cases do not originate in CARES.

## **Interstate Cases**

The referral of an interstate case is another reason for a new INIT case. The Central Registry creates this type of referral. The referred case should be confirmed and processed per agency policy. The associated paperwork will be sent to the agency at a later date.

## **DWD41 (HSS81) Cases**

The Center for Health Statistics will refer new cases in which a father's name was not entered on the child's birth certificate during the six months following the child's birth. This process occurs once per month. These outreach cases are only created if there is not already an existing case within the KIDS system. The KIDS intake worker receives no INI1 worklist notification. Instead, the system will automatically generate an "Offer of IV-D Services" letter (AI02). If there is no response, one more outreach letter (AI03) is sent out to make sure that the custodial parent is aware of the services available through the IV-D agency.



## Review

1. What is the first type of data that KIDS uses from the CARES referral to perform its matching process?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ or

\_\_\_\_\_

2. Three reasons that duplicate cases are created in KIDS are:

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

3. If a KIDS case is a duplicate, it should be closed with a reason code of \_\_\_\_\_.

4. In CARES, AP stands for \_\_\_\_\_.

5. KIDS generates DWD41 outreach cases when information is received from what agency? \_\_\_\_\_.



**Click your left mouse button now to see how you did. (15)**

---

# Resolving INI1 Worklists

---

The action that the child support worker takes with an INI1 worklist will depend on the reason the worklist was created. No action can be taken on new cases until they are assessed and confirmed through KIDS. The following are the steps to be followed when a worker receives an INI1 worklist.

## Step 1: Research the case

First, look at the IV-D number.

### ***Is it an old number?***

If it is an older number (low in sequence), this is most likely a case that the interface is trying to reopen or has made a change to the case functional status.

### ***Is it a new number?***

If it's a new number, check carefully in KIDS for each of the participants by name and social security number to make sure that a duplicate PIN and/or case has not been created.

## Step 2: Confirm or Close

### ***If the case is a new one:***

If the case is new to KIDS, the worker will want to process it through the confirmation screens. This will update the case functional status and assign the case to the responsible worker in the agency.

### ***If the case functional status should be changed back:***

If the IV-D case should not have been re-evaluated, the case type should be changed back and then processed through the confirmation screens. This will update the functional status and assign the case to the responsible worker in the agency.

### ***If the case should be closed:***

Enter the appropriate closing code and then confirm the Update Case (C8C) screen. Go into the case closure events or the notes attached to the C8C screen and explain what is going on in the event this problem should recur.

## Step 3: Autodelete

By taking any of the above actions, the worklist item will autodelete.

Since the INI1 worklists are the worker's notification of electronic referrals from CARES, they should be looked at and worked daily. If INI1 worklists are not confirmed within 15 days, they will be added to the C243 report, Referrals Greater than 15 Days. This report is a listing of INI1 worklists that haven't been resolved in the allotted time frame, and it should be checked weekly. Anything on it should be considered a priority.

**Notes:**

## CARES Referrals for Open Substitute Care and Kinship Care Cases

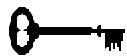
---

The Department of Health and Family Services determines if a child should be removed from his/her parent's home and placed in substitute (foster) care. The DHS/DSS also determines if a child living with a non-legally responsible relative (NLRR) or caretaker is eligible for Kinship Care benefits. In both types of placements the cases are referred to the Child Support Agency outside of the IV-A / IV-D Interface process through WiSACWIS, HSRs, or paper referrals. These types of placements do not preclude the child's eligibility for food stamps, medical assistance, or childcare with the family member or substitute care provider.



*Click your left mouse button now. (16)*

### Notes:



**Note:** Workers may receive either the manual or electronic referral for Kinship Care or Substitute Care cases and **also** receive electronic referrals from CARES for the same group of people.

## New Benefit Referral Processing

If the child's caretaker relative or the substitute care provider applies for other benefits on behalf of the child (such as food stamps or child care), and those benefits are issued, then an electronic referral would be received from CARES. When that referral is received, KIDS will check to see if the child is currently active on an open Kinship Care or Substitute Care case. If the child is active for either of these benefits, KIDS will determine whether or not the CARES case number being referred already exists in KIDS.



***Click your left mouse button now. (17)***

If the CARES case number already exists in KIDS, KIDS will then look at the primary person (PP) from the CARES case. If the primary person is **not** the child's mother or father, KIDS:

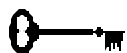
- ◆ **Will** update the Add CARES Eligibility (ELD) screen to reflect the new eligibility information received from CARES
- ◆ **Will not** re-evaluate any existing cases, build new IV-D cases, or put the information on the D623 report.

Therefore, when the PP is not a parent of the child, participant information in KIDS will be updated with the data sent from CARES, but **no new IV-D cases** will be created, nor will an existing KIDS case be put into INIT status.

1. If the CARES case number already exists in KIDS and the primary person on the case is either the father or the mother:
  - ◆ KIDS **will** update the Add CARES Eligibility (ELD) screen as well as re-evaluate case types, reopen closed cases, and **build new IV-D cases** as appropriate.
  - ◆ A child should not be receiving assistance in a parent's home while active in a Kinship Care or Substitute Care case. When a worker receives a referral in this situation, the worker must contact the DSS/DHS to communicate the problem and determine which case is appropriate.
2. If the CARES case number is unknown to KIDS, the system will still check to see if the same child is active on an open Kinship Care or Substitute Care case. If so, and the primary person from the CARES referral is **not** the child's mother or father:
  - ◆ KIDS **will not** re-evaluate any existing cases, build new IV-D cases, or put the information on the D623 report

- ◆ KIDS **will not** be able to update the ELD screen since there is no pre-existing eligibility information for the referred case
  - ◆ KIDS **will** add the child's CARES PIN if it isn't already attached to the child.
3. If the CARES case number is unknown to KIDS, and the PP from the CARES case is the child's mother or father:
- ◆ KIDS **will** add the eligibility information to the ELD screen and re-evaluate case types, reopen closed cases, and build new IV-D cases as appropriate.
4. If the referral from CARES results in a IV-D case with **more than one active child**, KIDS will search for open Kinship Care and/or Substitute Care cases for all of the children.
- ◆ If the children are **not** all found to be active on an open Kinship Care or Substitute Care case KIDS will add the eligibility information to the ELD screen and re-evaluate case types for all children (including those on Kinship Care or Substitute Care), reopen closed cases, and build new IV-D cases as appropriate.
  - ◆ If all of the children are active on open Kinship Care or Substitute Care cases, KIDS will add the eligibility information to the ELD screen. However, it will **not** re-evaluate any existing cases or build new IV-D cases unless the PP from the CARES referral is the mother or the father of the children.

The only exceptions to this modification are referrals for W-2 benefits. When a referral from CARES includes W-2 eligibility, current processing does not change.



**Note:** Current processing includes building new cases, re-evaluating existing cases, or having the information put on the D623 error report. The worker must then investigate the child's current situation. A child cannot have eligibility for Kinship Care and W-2, or Substitute Care and W-2 at the same time.

When eligibility ends for Kinship Care or Substitute Care, the child support worker should verify if any other benefits are still open for the child. This will assist the worker in deciding what new cases (if any) should be created, or what existing cases will need to be updated to reflect the current eligibility. This information should also be used when determining what to do with any orders for current support.



# INI1 Reports

There are several reports that are related to intake and the CARES/KIDS interface. One that links directly to the INI1 is the C243 report. This report lists referrals greater than 15 days. Basically, it is a listing of INI1 worklists that haven't been resolved in the allotted time frame. This report should be checked weekly, and anything on it should be considered a priority.

## **Review**

1. The steps in resolving INI1 worklists are:

---

---

---

2. Unworked INI1 worklists are added to the \_\_\_\_\_ report.
3. Substitute Care and Kinship Care cases are referred through the IV-A / IV-D Interface. True / False



***Click your left mouse button now to see how you did. (18)***

# Error Reports



***Click your left mouse button now. (19)***

## Notes:



Sometimes the information received from CARES either cannot be completely processed by KIDS or it necessitates a manual re-evaluation of the IV-D case by the child support worker. In either situation, the end result (of creating a new KIDS case or updating an existing KIDS case and/or participant with the information from CARES) will not happen without worker intervention. When the interface process cannot be completed, case and/or participant information will appear on one of the interface error reports. This is how the child support worker is notified that a problem exists and that worker intervention is needed to complete the procedure.

## D623 Report IV-A/IV-D Error (Openings)

D623 is a daily report created as a result of the IV-A / IV-D interface process. The report is created when a referral is received from CARES, but KIDS can't complete case creation because there is either a lack of sufficient data, or there is a discrepancy between the referred information and what already exists in KIDS. The errors found on the D623 usually result in one of the following:

- ◆ A new IV-D case must be initiated.
- ◆ One or more participant/case records must be updated in either or both KIDS and CARES. Error messages can be both case and/or participant related, and they describe the nature of the problem with the data received.



The D623 report should be printed out daily since the entries found on this report will not reappear on the next day's report. (Old versions of the report can be accessed through EOSP if necessary.)

# Report Fields



**Click your left mouse button now. (20)**

**Notes:**

Regardless of the specific error message, some basic information is available on the D623 report. The first line of the column headings relates to case information. From left to right on the report, the fields are:

- ◆ **ASSISTANCE #** - (CARES Case Number) This is the CARES case that caused the referral to be sent to KIDS. If the child support worker has any question on the data received from CARES, or on why the referral was sent, this is the CARES case that he or she would access. If the child support worker has to manually create the case in KIDS, this number needs to be added to screen ELD, along with the FIPS #.  
(01, 02, IV-D#, select Participant, F9, F11, jump 01,04)
- ◆ **EXT WRKR** - (CARES worker ID) This field provides the ID of the responsible CARES worker who can be contacted when questions arise regarding the CARES case/participant information. The CARES User Detail Information (SMUM) screen supplies the worker's name, phone number, and address.
- ◆ **EXT CNTY** (CARES Agency ID)
- ◆ **SYS** - (IVA System) All referrals on the D623 report are received from the IV-A (CARES) interface with KIDS.
- ◆ **PROG CD** (Program code) When working the 623 report, the worker should always check CARES AQIE for the child to determine the correct case type. The KIDS case "type" should correspond to this field. (ie A program code of FS will translate to a IV-D case type of FDST.)
- ◆ **TRG DT** (Trigger date) This is the effective date of the information.
- ◆ **PROC ST** (KIDS process status) This is the IV-D case functional status. (ie INIT)
- ◆ **CASE TYP** (KIDS IV-D case type) This will be the translation of the CARES program code for the IV-D case type.
- ◆ **IV-D WRKR** (KIDS worker ID) This field shows the assigned KIDS case worker. It is usually blank because the case initiation process has not been completed.
- ◆ **IV-D #** - (IV-D Case Number, if known) This field is usually blank because the case initiation process was not completed.

The second line of the column headings relates to CARES participant information. This includes:

- ◆ **LAST NAME, FIRST NAME, M** - This is the participant's name from the CARES referral.
- ◆ **EXT PIN** (Participant's CARES PIN #) When either a match is made to an existing KIDS participant record, or a participant record is created as a result of the interface, the CARES PIN will automatically be added to KIDS. If the child support worker has to manually create the participant record in KIDS, the CARES PIN should be entered on the Update Participant Data (C2A) screen, path 01, 02, IV-D Case #, select participant, and F9, F11. This information will then be used for future matching of the KIDS and CARES participant records during interface processing.
- ◆ **EXT SEQ** (AP CARES sequence number) When either a match is made to an existing KIDS NCP participant record or the record is created as a result of the interface, the CARES sequence number will automatically be added to KIDS. If the child support worker has to manually create the NCP's participant record in KIDS, the CARES sequence number should be entered on the Update Case Participant (C8A) screen, path 01, 02, IV-D Case #, select participant, F9, and F11. If no KIDS PIN is added to the Absent Parent General Information (APGI) screen in CARES, the sequence number will then be used for future interface matching between the CARES absent parent and the KIDS NCP record.
- ◆ **CASE REL** (Case relationship) The participant's relationship from the CARES case is translated by KIDS into the participant's relationship to the child support case.
- ◆ **IV-D PIN** (Participant's KIDS PIN) If this field is blank then KIDS was unable to make a match to an existing KIDS participant record, or create a new KIDS participant record.
- ◆ **FAM REL** - (Family relationship) This is the participant's family relationship within the KIDS case.
- ◆ **SX** (Sex) This field is the KIDS equivalent of the participant's sex code from the referral.
- ◆ **RACE** - (Race) This field is the KIDS equivalent of the participant's race from the referral.
- ◆ **BIRTH DATE** (Date of birth) This is the participant's date of birth from the CARES referral.
- ◆ **SSN** - (Social Security Number) This is the participant's social security number from the referral.

## D623 Error Messages

The error messages listed under the case information indicate the reason this case was not entered into KIDS. The errors listed under a participant record indicate participant errors related to the referral. Understanding what the error messages mean and how to correct them will allow the worker to complete the interface process.

The following error messages appear on the sample D623 report slide.

### **E400: NO EXACT MATCH FOR NCP – CASE NOT ADDED.**

This error code is generated when the absent parent information received from CARES does not have an exact match to an existing KIDS participant. This is usually a result of either a lack of, or incorrect demographic information entered on CARES screen APGI. This error is often accompanied by the following message:

### **E009: TWO OR MORE PEOPLE WITH THE SAME NAME.**

The E009 error indicates that the referred CARES participant's name matches more than one KIDS participant. Because there is a lack of other identifying demographic information, KIDS is unable to complete the participant match for the NCP.

The report example shown on the power point slide has both the E400 and the E009 errors. KIDS was unable to match the absent parent to an existing KIDS participant with the information provided. Because there are at least 2 participants in KIDS with the same name that could possibly be a match to the referred absent parent, KIDS did not create a new record for the NCP either. There is no IV-D number included in the error message because the case composition process stopped at this point.

The child support worker will have to manually match the absent parent to an existing KIDS participant, or create a new participant record. The worker will also have to determine if a new case must be initiated, or if a link can be made to an existing IV-D case.



## Researching Errors

A name search in KIDS will show all the participant records that could potentially match the referred absent parent. The information included with each record (DOB, SSN, address, etc.) will assist in determining if any of the existing KIDS participants are a match to the referred individual. Other information supplied from the five absent parent screens in CARES (APGI, APAA, APEI, APNC, and APCO) may be used to help determine if there is a match between the referred NCP and a KIDS participant.



***Click your left mouse button now. (21)***

### **Notes:**

Since the referred absent parent could have been part of the CARES household at one time, it may also be helpful to view the AQCM screen in CARES. This screen will show the demographic information for any current or past CARES case member that has not yet been deleted from the CARES case.

If a match is found, the worker should view the IV-D cases connected to the participant before creating a new case (a IV-D case may already exist for the group of people referred from CARES).



**Note:** Always remember to add the APGI sequence # from CARES to the KIDS participant record. This is the first field that is used to link a CARES absent parent and a KIDS NCP when there is no KIDS PIN on the APGI screen.



**See Appendix C for more detailed information on D623 Error Messages.**

## 622A Report IV-A/IV-D Case Updates

---

The 622A is a cumulative report that contains information about CARES data changes included in the nightly interface exchange. Error messages will be created as a result of failure to match the referred information to a specific participant record in KIDS. Processing the error messages can result in both participant and case updates, depending on the situation. If not corrected, the errors will remain on the report for a total of 14 days. At times, working the D623 report will correct the errors found on this report. The 622A also lists triggers and effective dates associated with the referred CARES information that can help the interface worker determine the appropriate steps for corrective action. Correction of any of the errors found on the 622A report may require updating and correcting multiple data errors found in that case. Otherwise the case/participant could still appear on the 622A/D623 reports.



***Click your left mouse button now. (22)***

### **Notes:**

The column heading includes the following information:

- ◆ **ASSISTANCE #** - (CARES Case Number) The participant listed on the error message is linked to this assistance case in CARES.
- ◆ **CARES PIN** - The participant's CARES PIN or sequence #
- ◆ **T#** - (Trigger number) The trigger number identifies the type of information from CARES that could not be processed. The beginning of the 622A report describes each trigger.
- ◆ **TRIGGER INFO** - The participant's name and/or KPIN (KIDS PIN)
- ◆ **EFFECT DT** - The effective date of the error
- ◆ **ERROR MESSAGE** - A description of the error message.



# Error Messages

*Click your left mouse button now. (23)*

The following is one example of an error message that can be found on the 622A report.



Refer to Appendix D, 622A Report Error Messages for a complete listing.

## **E424: KIDS PIN 0000000000 NOT FOUND.**

This error is created when the KIDS PIN (found on CARES screen APCI) is not found on any of the IV-D cases connected to the CARES case listed in the error message. This is for a participant who has a family relationship of FATH/MOTH in the KIDS case, and where paternity is not an issue on the APCI screen in CARES. The KIDS PIN on the APCI screen can be entered manually by a CARES supervisor, or from the interface with KIDS. A manual entry of an incorrect KIDS PIN can cause this problem. A duplicate KIDS PIN can also be the cause of the problem. The correct KIDS PIN must be added to the APCI screen.

Both the sequence # and the KIDS PIN on the APCI screen in CARES are included with the error. The PIN should be researched to see if it exists in KIDS or is a duplicate participant record. The correct KIDS PIN for this participant must also be found so that this information can be given to the CARES worker to update the APCI screen



## Guidelines for the 622A/D623 Reports

---

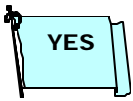
Even with the specific error messages on the reports, it is not always apparent what the problem is. There are some things that should be done no matter what the situation is.

- ◆ Check that the NCP's sequence # matches in both KIDS and CARES.
- ◆ Inactivate duplicate NCP records using the "Duplicate PIN Guide". This will help ensure that the correct KIDS PIN is added to the APGI screen in CARES for established mothers/fathers.
- ◆ Verify that the CARES PIN and case number have been added to the proper KIDS participant(s) and case.
- ◆ Check that the correct participant demographic information is listed in both KIDS and CARES.
- ◆ Use the error messages to help you determine the next appropriate step to take.
- ◆ Put notes on the C8C screen and/or in case events to document what actions were taken in KIDS/CARES and why.

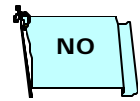


**Note:** When CARES eligibility information is being added to a IV-D case that is open for Kinship Care or Substitute Care, it is important that the sequence number from the CARES APGI screen be added to the NCP record.

## D621 Report IV-D Referral Flag Changed Info



This report is created as a result of changes in the referral flag status on the APCI screen in CARES. When changes are made to the referral flag, KIDS will update the "IVA REFERRAL STATUS" field on the Update Case Supplemental (C8F) screen (path 01, 02, F16, F13 or 03, 06) with the new information from CARES. This information will also appear on the D621 report to notify the child support worker that the change was made on the IV-D case. If the "IVA REFERRAL STATUS" is in agreement with the information coming from CARES, no changes are made to the IV-D case and the information will not be on the D621 report.



The information from the report tells the worker one of two things:

- ◆ It is no longer appropriate to refer a specific CARES group, or
- ◆ It is now appropriate to refer a group that had not been referred before the change to the referral flag.

Based on the information received, the child support worker must decide if new circumstances exist on the IV-D case, and act accordingly.

The column headings give the following information.

- ◆ **ASSISTANCE #** - (CARES Case Number) The participant listed on the error message is linked to this assistance case in CARES.
- ◆ **NON-CUSTODIAL PARENT** - The NCP's name
- ◆ **IV-D CASE # / PIN #** - (The KIDS case number and NCP PIN) This identifies the KIDS case and NCP for which a change in the referral status has been received from CARES.
- ◆ **CASE TYPE** - IV-D case type
- ◆ **CODE** This field will contain a 3 digit code when it is no longer appropriate to refer the case in question. The code is an abbreviation of the reason why the case is no longer appropriate for referral.
- ◆ **RSN DESCRIPTION** - This is the description of the "CODE" explaining why the referral is no longer appropriate. (i.e. A code of "HOM" will have a reason description of "NCP IN HOME".)

# Error Messages



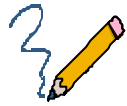
***Click your left mouse button now. (24)***

## ***Example 1:***

In this example the referral status was changed from 'do not refer' to 'appropriate for referral'. The IV-D case listed in the message is automatically updated with this information. The worker must decide if any action must be taken on the KIDS case as a result of this change.

## ***Example 2:***

In this example the referral status on CARES screen APGI was changed to no longer refer the group of people connected to the APGI screen. The reason and reason code are listed in the message when the referral status is changed to "N". Again, KIDS automatically updates the IV-D case connected with this group. The worker must decide if any new actions should be taken on the KIDS case as a result of the change reported from CARES.



## Review

1. The column heading 'Assistance #' on an interface error report refers to \_\_\_\_\_.
2. An error code of E400 (no exact match for NCP - case not added) on the D623 report usually results from \_\_\_\_\_.
3. When researching an error you can use the 5 absent parent screens in CARES: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
4. The first field that is used to link a CARES AP to a KIDS NCP when the KIDS PIN is not available is the \_\_\_\_\_.
5. If not corrected, errors will remain on the 622A report for 30 days. (True/False)
6. The D621 Report identifies changes in the status of what field in CARES?  
\_\_\_\_\_



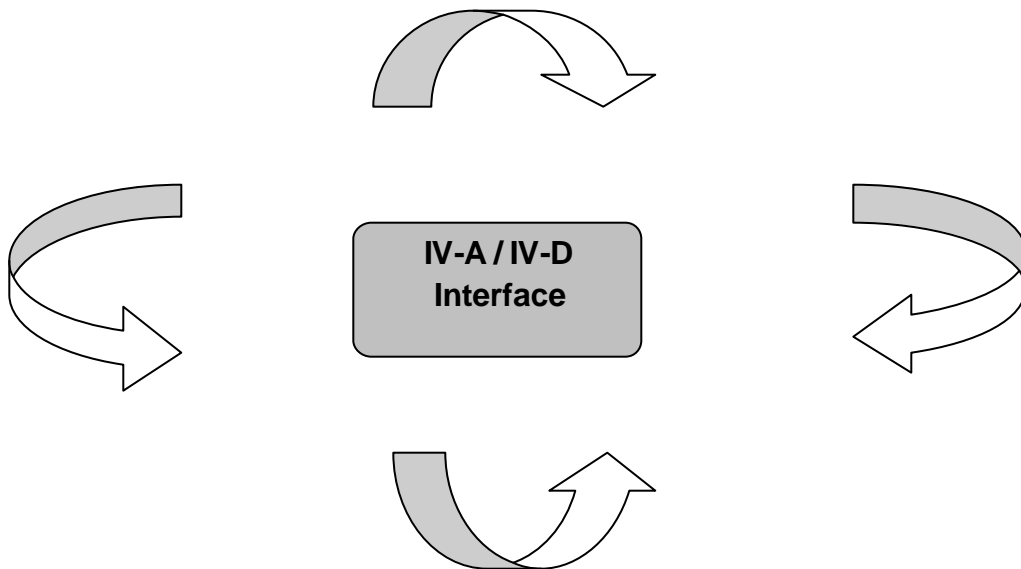
Click your left mouse button now to see how you did. (25)

## Summary

- ◆ The IV-A / IV-D Interface exchanges information between two computer systems on a nightly basis.
- ◆ CARES sends new case referrals and information for existing cases and participants.
- ◆ KIDS sends information on court orders, KIDS PINs, demographic updates, case updates, and support payments.
- ◆ CARES does not refer new Substitute Care or Kinship Care cases, but will provide CARES benefit information for existing IV-D cases that are open for Kinship Care or Substitute Care.
- ◆ The nightly interface process produces INI1 worklists which workers must research and resolve.
- ◆ The interface produces error reports to identify information which could not be completely processed by KIDS.



Click your left mouse button now. (26)



## References

---



BCS Work web Manuals/KIDS Events and Worklist Guide

KIDS Bulletin Board, KIDS Fact Sheets, Case Management:

- CARES-KIDS AP Referral

- CARES-KIDS Basics

- CARES-KIDS Error Reports

- CARES-KIDS Multiple CP Referral

- Case Initiation

- PIN & Participant Inactivation



*Click your left mouse button now. (27)*

**Please ask your supervisor to sign the certificate of completion on page 43, and bring it to the IV-A / IV-D Interface class.**



# Certificate of Completion

---

*has successfully completed the course*

**KIDS/CARES**  
**Interface Basics Workbook**

*Presented By*

DWS BPS Training Section

---

Date

---

Supervisor

---